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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/784,697	02/15/2001	Akira Ohkado	JP920000034US1	3151

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EXAMINER

EL CHANTI, HUSSEIN A

ART UNIT	PAPER NUMBER
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2157

DATE MAILED: 05/19/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/784,697

Applicant(s)

OHKADO ET AL.

Examiner

Hussein A El-chanti

Art Unit

2157

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 15 February 2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-7 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-7 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☒ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- ☒ Notice of References Cited (PTO-892)
- ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date 2-5.
- ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
- ☐ Notice of Informal Patent Application (PTO-152)
- ☐ Other: _____.

DETAILED ACTION

1. This action is responsive to application filed on Feb. 15, 2001. Claims 1-7 are pending examination.

Specification

2. The lengthy specification has not been checked to the extent necessary to determine the presence of all possible minor errors. Applicant's cooperation is requested in correcting any errors of which applicant may become aware in the specification.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claims 1-7 are rejected under 35 U.S.C. 102(e) as being anticipated by Roberts et al., U.S. Patent No. 6,295,551 (referred to hereafter as Roberts).

As to claim 1, Roberts teaches a content information acquisition method for allowing an agent information terminal to acquire same information as content information acquired from a Web server by a customer information terminal having a customer browser installed therein which displays the content information, comprising the steps of:

(a) interconnecting the agent information terminal with a collaboration server (see col. 3 lines 15-21);

(b) generating a user access identifier for identifying the agent information terminal uniquely (see col. 11 lines 5-25);

(c) acquiring, from the collaboration server, an agent applet for generating an agent control window through which personal information is input and which transmits personal information from the agent information terminal to the collaboration server (see col. 3 lines 37-50);

(d) activating the agent applet to generate the agent control window (see col. 3 lines 37-50);

(e) transmitting a log-on request including a user ID of an agent from the agent information terminal to the collaboration server in response to a log-on instruction operation by the agent (see col. 11 lines 5-25);

(f) interconnecting the customer information terminal with the collaboration server (see col. 3 lines 15-21 and col. 11 lines 5-25);

(g) generating another user access identifier for identifying the customer information terminal uniquely (see col. 11 lines 45-col. 12 lines 15);

(h) acquiring, from the collaboration server, a first customer applet for generating a customer control window through which personal information is input and which

transmits the personal information from the customer information terminal to the collaboration server (see col. 3 lines 37-57);

(i) activating the first customer applet to generate the customer control window (see col. 3 lines 37-57);

(j) transmitting a log-on request including personal information of the customer and query type information from the customer information terminal to the collaboration server in response to a log-on instruction operation by the customer (see col. 11 lines 5-25 and col. 20 lines 52-67);

(k) adding a record of the customer to a customer queue corresponding to the query type information (see col. 21 lines 25-55);

(l) checking a waiting state of the record of the customer in the customer queue corresponding to the query type information (see col. 20 lines 52-67);

(m) informing the customer information terminal of a checking result (see col. 20 lines 31-67);

(n) assigning an agent corresponding to the query type information to the customer (see col. 4 lines 4-63);

(o) informing the agent information terminal of a start of a session (see col. 4 lines 4-63);

(p) informing the customer information terminal of the start of the session (see col. 4 lines 4-63);

(q) embedding in the content information a second customer applet for checking a change in the content information displayed by the customer browser when the customer information terminal acquires the content information from the Web server via the collaboration server (see col. 4 lines 34-63);

(r) embedding a customer side script for acquiring changed page information which includes a URL of a page including the changed content information, a URL of a parent page of the page including changed content information, a number of child pages of the parent page and a position of the page including the changed content information relative to the parent page (see col. 4 lines 5-25);

(s) transmitting the changed page information to the collaboration server, checking whether or not the changed page information transmitted corresponds to a page that is currently displayed by the customer browser in response to acquisition of the changed page information transmitted from the agent, and embedding a tree manager for instructing the customer browser to display a page corresponding to the changed page information transmitted when the changed page information from the agent does not correspond to the currently displayed page (see col. 4 lines 26-63);

(t) transmitting the changed page information to the collaboration server in response to detection by the second customer applet of the content information displayed by the customer browser (see col. 4 lines 26-63);

(u) transmitting the changed page information to the agent information terminal by the collaboration server (see col. 4 lines 26-63);

(v) causing the agent information terminal to determine whether or not a page that is currently display by an agent browser corresponds to the changed page information (see col. 4 lines 26-63); and

(w) loading a page corresponding to the changed page information on the agent browser when the agent browser has decided that the currently displayed page does not correspond to the changed page information (see col. 4 lines 5-63).

As to claim 2, Roberts teaches a content information acquisition method for allowing a second information terminal to acquire same information as content information acquired from a Web server by a first information terminal having a customer browser installed therein which displays the content information, comprising the steps of:

(a) interconnecting the first information terminal with a collaboration server for communication;

(b) interconnecting the second information terminal with the collaboration server for communication;

(c) embedding a client controller for transmitting changed content specifying information to the collaboration server when the first information terminal acquires new content information from the Web server via the collaboration server;

(d) transmitting the changed content specifying information to the collaboration server when the first information terminal acquires the new content information from the Web server via the collaboration server;

(e) causing the collaboration server to transmit the changed content specifying information to the second information terminal; and

(f) causing the second information terminal to acquire the changed content specifying information (see col. 3-col. 4, col. 12 and col. 20).

As to claims 3 and 4, Roberts teaches a content information acquisition method and code for allowing a second information terminal to acquire same information as content information acquired from a Web server by a first information terminal having a customer browser installed therein which displays the content information, comprising the steps of:

(a) embedding a client controller for transmitting changed content specifying information to a collaboration server and transmitting the client controller to the first information terminal, when the first information terminal connected to the collaboration server acquires a new content information via the collaboration server;

(b) causing the collaboration server to receive the changed content specifying information transmitted by the client controller of the first information terminal; and

(c) transmitting the changed content specifying information to the second information terminal in order to enable the second information terminal connected to the

collaboration server to acquire the content information (see col. 3-col. 4, col. 12 and col. 20).

As to claim 5, Roberts teaches a software product for supporting an agent information terminal in acquiring the same information as content information acquired by a customer information terminal from a Web server, the customer information terminal having a customer browser installed therein which displays the content information, the software product comprising:

(a) a program code for instructing the collaboration server to generate a user access identifier which uniquely identifies an agent information terminal interconnected to a collaboration server;

(b) in the agent information terminal, an agent applet for generating an agent control window through which personal information is input and which transmits the personal information from the agent information terminal to the collaboration server, and transmitting a log-on request including a user ID of an agent from the agent information terminal to the collaboration server, in response to a log-on instruction operation by the agent;

(c) a program code for instructing the collaboration server to generate a user access identifier which uniquely identifies a customer information terminal interconnected to the collaboration server;

(d) in the customer information terminal, a first customer applet for generating a customer control window through which personal information is input and which

transmits the personal information from the customer information terminal to the collaboration server, and transmitting a log-on request including the personal information of a customer and query type information from the customer information terminal to the collaboration server, in response to a log-on instruction operation by the customer;

(e) a program code for instructing the collaboration server to assign an agent corresponding to the query type information to the customer;

(f) a program code for instructing the collaboration server to notify the agent information terminal of a start of a session;

(g) a program code for instructing the collaboration server to notify the customer information terminal of the start of the session;

(h) a program code for instructing the collaboration server to embed, in content information, a second customer applet for detecting a change in content information displayed by the customer browser when the customer information terminal acquires the content information from the Web server via the collaboration server;

(i) a program code for instructing the collaboration server to embed a customer side script for acquiring changed page information including a URL of a page including the changed content information, a URL of a parent page of the page including the changed content information, the number of child pages of the parent page and a position of the page including the changed content information relative to the parent page;

(j) a program code for instructing the collaboration manager to transmit the changed page information to the collaboration server, to check whether or not the changed page information transmitted from the agent corresponds to a page that is currently displayed by the customer browser in response to acquisition of the changed page information transmitted from the agent, and to embed a tree manager which instructs the customer browser to display a page corresponding to the changed page information transmitted from the agent when the changed page information transmitted does not correspond to the currently displayed page; and

(k) a program code for instructing the collaboration server to transmit the changed page information transmitted from the customer information terminal to the agent information terminal, in response to detection by the second customer applet of a change in content information displayed by the customer browser (see col. 3-col. 4, col. 12 and col. 20).

As to claim 6, Roberts teaches a collaboration system which supports an agent information terminal in acquiring the same information as content information acquired from a Web server by a customer information terminal which has a customer browser installed therein which displays the content information, comprising:

- (a) a customer information terminal having a customer browser installed therein;
- (b) an agent information terminal having an agent browser installed therein;
- (c) an HTTP bridge for supporting an interconnection between the agent information terminal and the customer information terminal;

(d) a step for generating a user access identifier which uniquely identifies the agent browser and the customer browser;

(e) an agent applet for generating from the collaboration server an agent control window through which personal information is input and which transmits the personal information from the agent information terminal to the collaboration server, and transmitting a log-on request including a user ID of an agent from the agent information terminal to the collaboration server, in response to a log-on instruction operation by the agent;

(f) a first customer applet for generating from the collaboration server a customer control window through which personal information is input and which transmits the personal information from the customer information terminal to the collaboration server, and transmitting a log-on request including the personal information of a customer and query type information from the customer information terminal to the collaboration server, in response to a log-on instruction operation by the customer;

(g) a call manager for assigning an agent corresponding to the query type information to the customer;

(h) a cache manager for embedding in the content information

(1) a second customer applet which detects a change in content information displayed by the customer browser, (2) a customer side script which acquires changed page information including a URL of a page including the changed content information, a URL of a parent page of the page including the changed content information, the

number of child pages of the parent page and a position of the page including the changed content information relative to the parent page, (3) a tree manager which transmits the changed page information to the collaboration server, checks whether or not the changed page information transmitted from the agent corresponds to a page that is currently displayed by the customer browser in response to acquisition of the changed page information transmitted from the agent, and instructs the customer browser to display a page corresponding to the changed page information transmitted from the agent when the customer information terminal acquires the content information from the Web server via the collaboration serve; and

(i) a session manager for recording a set of user access identifiers of the agent and the customer, both of which perform a collaboration, and transmits the changed page information transmitted from the customer information terminal to the agent information terminal, in response to detection by the second customer applet of the content information displayed by the customer browser (see col. 3-col. 4, col. 12 and col. 20).

As to claim 7, Roberts teaches a collaboration system which supports a second information terminal in acquiring the same information as content information acquired from a Web server by a first information terminal having a first browser installed therein which displays the content information, comprising:

(a) a cache manager for embedding a client controller which transmits changed contents specifying information to the collaboration server, when the first information

terminal connected to the collaboration server acquires new content information from the Web server via the collaboration server; and

(b) a session manager for transmitting the changed contents specifying information transmitted from the first information terminal to the second information terminal in response to detection of a change in the content information by an applet, the content information being displayed by the first browser (see col. 3-col. 4, col. 12 and col. 20).

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Method And Apparatus For Activity Based Collaboration By A Computer System Equipped With A Communications Manager by Ozzie et al., U.S. Patent No. 6,640,241
- Method And System For Group Content Collaboration by Hanson et al., U.S. patent No. 6,507,865
- Information Access System And Method For Archiving Web Pages by Chen et al., U.S. patent No. 6,625,624

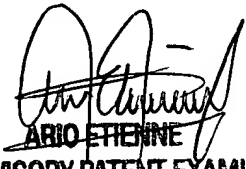
5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Hussein A El-chanti whose telephone number is (703)305-4652. The examiner can normally be reached on Mon-Fri 8:30-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on (703)308-7562. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Hussein El-chanti

May 6, 2004


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SUPERVISORY PATENT EXAMINER
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